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Tender

CORPORATE CUSTOMER RELATIONSHIP MANAGEMENT SOLUTION

Rhondda Cynon Taf CBC

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014530

Procurement identifier (OCID): ocds-h6vhtk-050140

Published 11 April 2025, 11:31am

Scope

Reference

RCT02

Description

Rhondda Cynon Taff County Borough Council (RCTCBC) invites tenders for the provision of a Customer Relationship Management (CRM) solution with a strong focus on case management and IT service management (ITSM). The preferred solution must be cloud-based to ensure scalability, flexibility, and security.

The council is seeking a CRM system that will allow us to meet our future aspirations, by offering a means to operate our future service delivery plans both efficiently and productively. Our aim is to be a live case reporting council; this has been informed by the learning from our response to recent emergencies which has helped us identify some important live reporting and case management features we require. We are also keen to

explore automation and AI to support better ways of working.

We are also keen to utilise the platform for resident case management and automated processes with our service users including mobile application access and field worker access.

The resulting contract will be for all relevant services required to meet the objectives including but not limited to implementation and migration services, licencing, hosting, support and maintenance.

The Council is running the procurement process via etenderwales. All documents are available on the following link:

<https://etenderwales.bravosolution.co.uk/go/8635378401962020C3B7>

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 10 July 2025 to 9 July 2030
- Possible extension to 9 July 2032
- 7 years

Description of possible extension:

optional 2 year extension.

Options

The right to additional purchases while the contract is valid.

Additionally, the council at its discretion, should be able to optionally call-off additional componentry within the scope of the tender during the contract term (which must be compatible with existing elements) to support the possible requirement for additional capacity, variant Supplier software or other associated services, so long as this is permitted by the relevant Procurement Regulations. For the avoidance of doubt this explicitly permits the purchase of additional componentry and upgrades from the Supplier that either enhances the overall solution and is necessary to meet future objectives identified under a CRM and ITSM solution.

Main procurement category

Services

CPV classifications

- 48400000 - Business transaction and personal business software package
- 48500000 - Communication and multimedia software package
- 48600000 - Database and operating software package
- 48900000 - Miscellaneous software package and computer systems
- 72200000 - Software programming and consultancy services

Contract locations

- UKL15 - Central Valleys

Participation

Legal and financial capacity conditions of participation

as procurement documents

Technical ability conditions of participation

as procurement documents

Submission

Enquiry deadline

30 April 2025, 1:00pm

Submission type

Tenders

Tender submission deadline

12 May 2025, 1:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk/go/8635378401962020C3B7>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

24 June 2025

Award criteria

Name	Description	Type
Commercial	As set out in the procurement documents	Price
Technical	As set out in the procurement documents	Quality

Weighting description

Stage 2 - An assessment of technical and functional requirements - 55%

Commercial - 40%

Social Value - 5%

Stage 3 will include demonstrations and an extra maximum 10 marks added to stage 2 scores.

See procurement documents.

Other information

Payment terms

As set out in procurement documents

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

A competitive flexible procedure for awarding undertaken using 3 stages.

Stage 1 - Participation

Stage 2 - Initial Tenders

Stage 3 - Demonstrations

Further details contained in the procurement documents

Justification for not publishing a preliminary market engagement notice

Not required

Contracting authority

Rhondda Cynon Taf CBC

- Public Procurement Organisation Number: PDXZ-9391-VHZQ

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Contact name: RCT Procurement

Email: procurement@rctcbc.gov.uk

Website: <http://www.rctcbc.gov.uk/>

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales